# PeopleSafe - Bridge Supply Short Term Prescription (Rx) Refills

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**Description:** Provides information for offering a short-term supply or ‘bridge’ of medication(s) to members through a CVS retail pharmacy. This is a temporary solution for a ten (10) day supply of medication to be filled for the member until an existing prescription (Rx) arrives.

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| Contact Information and Hours of Operation |

This number is for Internal Use Only: Warm transfer to **1-866-234-0457**.

* For bridge supply, option 1.

 Bridge Supply offering is available in all states except the following:

* Arkansas
* Nebraska
* New York
* Puerto Rico
* Utah

**Hours of Operation:**

**Note:** Holiday hours may differ from those listed below.

*  Monday-Friday: 7:00 AM – 8:00 PM CT
*  Saturday: 7:00 AM - 6:30 PM CT
* Sunday: 9:00 AM – 6:00 PM CT

**Note:** CVS retail pharmacy must be open before bridge supply can be placed.

Refer to [Phone Numbers (Contacts, Departments, Directory, Addresses, Hours and Programs) (004378)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=f22eb77e-4033-4ad9-9afb-fc262f29faad).

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| General Information |

One bridge supply should be enough to hold the member over until their order arrives. However, the member can receive a second bridge supply on the same Rx number under special conditions (**Example:**  Bridge supply balance shipped but member has not received order).

  Review the plan CIF to verify if the plan allows for bridge supply. If not mentioned in the CIF, follow WI to verify if Bridge is available to offer the member.

Auto Refill Program (ARP) can be suggested to reduce future bridge supply requests.

* If the member is interested in Auto Refill Program (ARP), they should wait until they receive their bridge supply order first (the one that will be created and may be placed on Future Fill) and then enroll in the Auto Refill Program (ARP).
* Do not enroll in Auto Refill Program (ARP) at the same time a bridge supply is requested. Doing this will delay the order.

 We do not offer Bridge Supplies to members in:

* Arkansas
* Nebraska
* New York
* Puerto Rico
* Utah

**Notes:**

* The locations listed above do not participate in the Bridge Supply program due to their laws affecting transfers of prescriptions. Remember not to offer these options when advising members in these locations.
* Bridge supply may still be available to a member who has an address in one of the excluded states but will be obtaining the bridge supply from another state that is eligible. (**Example:**  Member lives in New York but is in Indiana on vacation. New York is a state that does not participate, but Indiana does).

 Bridge Supply orders can only be filled at CVS retail pharmacies including the CVS pharmacies within Target stores.

 If member lives in Hawaii (dispensing pharmacy HIP), refer to [Hawaii Clients Only: HIP Bridge Supply Short Term Prescription (Rx) Refills (045269)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33608c59-7193-4b11-9673-1ffbf8a66433).

 A bridge supply is created by sending 10 days of an existing Rx to a CVS pharmacy, putting that Rx on Future Fill, and is to be used when there is a problem or delay with a prior shipment and the member is low on medication.

**Notes:**

* An open order cannot be bridged. An order that is in dispensing or label print status cannot be bridged.  Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply).
* At least one home delivery must have shipped out to member for Rx to be eligible for bridge supply. No new Rx can be used for bridge supply.
* A Bridge supply order can only be placed when the current order has a valid ship date with a tracking number.
* A bridge supply can only be done if member has a 5-day supply or less.
* The next fill order will be reduced by a 10-day quantity which is placed by the Bridge Supply dept. If after hours, refer to [Alternative Days Supply Options](#_Alternative_Days’_Supply) or the member will need to call back the next day during the open hours.
* Controlled Substances are not eligible for bridge supplies.
* Pre-packaged medications are not eligible for bridge supplies.
* Only loose tablets or capsules can be shipped.
*  There must be an available refill with at least a 10 days’ supply for the Rx to offer a bridge supply.
* Bridge supply cannot be done for RESHIP orders.
* Bridge supplies picked up at the CVS retail pharmacy willnot be charged a retail copay. When the remainder of the refill is sent to the member through Mail Order, the member will be charged the full Mail Order copay. Payment verification or appropriate option (**Example:** Fill and Bill) will need to be obtained prior to warm transferring member to the Bridge Supply Team.
* For a State of Hawaii client, contact the Clinical department.

 Bridge request involving a DAW 5 medication (List of [DAW 5 Products (018804)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ddabad50-490b-4a3c-86a7-6dc8502ebaed)), inform the Member the retail pharmacy will dispense the generic for the short term Bridge supply and the home delivery balance order will remain as the branded generic.

Third-party callers may order a Bridge Supply on the member’s behalf if they are able to place orders; please refer to the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce) for Order Placement guidelines.

 If a Bridge Supply order is stuck and not shipped or has shipped and has not been delivered, reship with Order Lost in Transit (LIT) RM task. Refer to [Order Reships (038651)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=1d44c6bc-e5ba-4f93-b5ab-0b733ad871d6).

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| Validating Bridge (Short Term) Supply via Order Placement Screen |

Perform the steps below to validate a bridge supply for a prescription on the Order Placement screen:

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| **Step** | **Action** | | | |
| **1** | From , record Zip Code (Address field). Click the **Order Placement** navigation button. | | | |
| **2** | Choose and mark prescriptions identified by member with problem (low medication).  **Notes:**   * If member is low on medication due to a dosage change, we will need a new prescription for the new dosage. Do not request a bridge supply. * Verify the Rx in question day supply on hand, name, dosage, and times per day medication is taken to assure you have the correct prescription identified before reaching out to Bridge Supply team. * Rx must not be expired before the bridge order can be processed. In other words, if the Rx is still good, but would be expired when it's time to fill the bridge supply order (the one placed on Future Fill), we cannot offer a bridge supply. * Eligibility is factored in determining if Rx is eligible for a Bridge Supply. If the member’s insurance will expire before the remaining amount is to be shipped, then we cannot proceed with a bridge supply. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply). | | | |
| **3** | Click the **Short Term Supply button** to verify if medication(s) are eligible.  **Note:** An open order cannot be bridged. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply). | | | |
| **If Short Term Supply is…** | | | **Then…** |
| Eligible  We do not offer Bridge Supplies to members in:   * Arkansas * Nebraska * New York * Puerto Rico * Utah | | | Proceed to [next step](#Step5). |
| Ineligible  When one or more of the selected prescriptions are not eligible for a short term (bridge) supply a validation pop-up screen displays the following message: “Prescription(s) selected are not eligible for short term supply.”   * For an Rx to be eligible for a bridge supply:   + There must be refills remaining on the Rx.   + At least one fill must be completed & shipped from our home delivery facility for the requested Rx. | | | Offer other available options for obtaining a temporary supply of medication. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply). |
| **4** | Locate local CVS retail pharmacy. Refer to [Locating a CVS Pharmacy](#_Locating_a_CVS/pharmacy). | | | |
| **If Retail Pharmacy is…** | | **Then…** | |
| Located | | * + Record the pharmacy name, phone number, and address information.   + Proceed to next step. | |
| Not Located | | Offer other available options for obtaining a temporary supply of medication. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply). | |
| **5** | Thank you. There is an available option, known as a “Bridge Supply” that will allow you to pick up a ten day’s supply at a nearby retail Pharmacy located at <provide pharmacy address>. Please be advised that this option is only available at CVS retail pharmacies.  Additionally, please be informed, the Bridge Supply amount dispensed will reduce the number of doses in your next refill. Your refill will be automatically placed and charged to you.  If the order has been shipped but not yet received, your next refill will be reduced by the ten days’ supply received from the Bridge Supply. You may receive a message that an order has been placed on hold until it can be filled on the next refill date. This would be your next refill minus the amount you will be receiving in the Bridge Supply.  **Example:** If you normally receive a 90 day’s supply and you received 10 days in Bridge Supply, the next regular order will be reduced by 10 days, and you will receive an 80 day’s supply.  Will this pharmacy be appropriate for you? | | | |
| **If…** | **Then…** | | |
| Yes | Proceed to [next step](#Six). | | |
| No | Review to determine if there is another retail pharmacy location available.   * If available, offer. * If not, offer other available options for obtaining a temporary supply of medication. Refer to [Alternative Days’ Supply Options](#_Alternative_Days_Supply). | | |
| **6** | Verify that the following information has been obtained before calling the bridge supply line:   * Member’s ID # or full name and date of birth * Order Number or Prescription Number * Drug name, drug strength, dosage form and dose instructions * Reason for Bridge Request * Amount of medication the member has on hand (member must have 5 days or less to qualify for a Bridge) * Retail pharmacy store NCPDP * Member’s shipping address and phone number * Name of caller who is requesting bridge to be processed * Payment verification or appropriate option * For Credit cards, include the last 4 digits of credit card and the expiration date. * For E-check, include the last 4 digits of the account number. * For Fill & Bill, verify CIF that client allows.   **Note:**  Verify that this payment method is on file within account. | | | |
| **7** | Warm transfer to Bridge Supply at **1-866-234-0457 option 1** and provide the in-bound pharmacy technician the information listed in Step 6. Refer to [Contact Information and Hours Of Operation](#_Contact_Information_and).  **Note:** Do not place order before transferring to Bridge Supply. Bridge supply will place the order once they verify the pharmacy has the medication on hand. | | | |
| **8** | Log Call with appropriate Log Activity Code. | | | |

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| Validating Bridge (Short Term) Supply via Order Status Screen |

Perform the steps below to validate a bridge supply for a prescription on the Order Status screen:

 We do not offer Bridge Supplies to members in:

* Arkansas
* Nebraska
* New York
* Puerto Rico
* Utah

**Notes:**

* An open order cannot be bridged. Furthermore, an order that is in dispensing or label print status cannot be bridged. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply).
* At least one home delivery must have shipped out to member for Rx to be eligible for bridge supply. No new Rx can be used for bridge supply.
* Bridge supply can be placed for a valid shipped order and for a new order that has not been placed through order placement that has a previously shipped entry in the past. The order/next fill will be reduced by the 10 days’ supply received from the Bridge Supply. Controlled Substances are not eligible for bridge supplies.
* There must be an available refill for the Rx to offer a bridge supply.
* For a State of Hawaii client, contact the Clinical department.
* If order shows Ship’d Bridge supply can still be processed if CIF allows.
*  If CIF does not mention that Bridge is not allowed, follow available WIs to determine if offering a Bridge Supply to the member is appropriate.
* Bridge supplies picked up at the CVS retail pharmacy will not be charged a retail copay.  When the remainder of the refill is sent to the member through Mail Order, the member will be charged the full Mail Order copay. Payment verification or appropriate option (**Example:** Fill and Bill) will need to be obtained prior to warm transferring member to the Bridge Supply Team.

For a Third-party caller, please refer to the [HIPAA Grid (028920)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=5b354e50-0d15-42d0-b9c2-0711ea02d9ce).

 If member lives in Hawaii (dispensing pharmacy HIP), refer to [Hawaii Clients Only: HIP Bridge Supply Short Term Prescription (Rx) Refills (045269)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=33608c59-7193-4b11-9673-1ffbf8a66433).

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| **Step** | **Action** | | | |
| **1** | Determine the name of the medication(s) and the number of medications included in the order.  **Note:** If the order cannot be found, ask the member if they have had any recent name changes and search for a second account (active or inactive). | | | |
| **2** | Verify number of days’ supply member has on hand.   * If member has 5 days or less supply on hand check for Short-Term (Bridge) Supply availability before offering any short-term supply options.   Short Term (Bridge) Supply availability must ALWAYS be the first option checked prior to presenting alternatives to member. Use the following Talk Track prior to checking for Short Term Supply option:  Do you mind if I take a moment to explore what options are available to you to obtain a temporary supply of medication? | | | |
| **3** | Locate and click on the order number from the Main Screen to determine if it is eligible for Bridge Supply as a first option.  **Result:** Order Status screen displays. | | | |
| **4** | Click **Short Term Supply** button. | | | |
| **If short term supply is…** | | | **Then…** |
| Eligible | | | * Record the Zip code (SHIP TO ADDRESS field). * Proceed to [Step 5](#Step6). |
| Ineligible | | | Offer other available options for obtaining a temporary supply of medication, if applicable. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply).  **Note:** If there are multiple medications in the order and one is not eligible, but others are, a message will display stating “Not eligible”. Consult the Bridge team to confirm if any of the medications in the order can be bridged. |
| **5** | Locate a local CVS retail pharmacy. Refer to [Locating a CVS Pharmacy](#_Locating_a_CVS). | | | |
| **If our retail pharmacy is…** | | **Then…** | |
| Located | | * Record pharmacy address. * Proceed to [next step](#Step7). | |
| Not Located | | Offer other available options for obtaining a temporary supply of medication. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply). | |
| **6** | Thank you for being patient. There is an available option, known as a “Bridge Supply” that will allow you to pick up a temporary ten day’s supply at a nearby retail Pharmacy located at <provide pharmacy address>. Please be advised that this option is only available at CVS retail Pharmacies.  Additionally, please be informed, the Bridge Supply amount dispensed will reduce the number of doses in your next refill. Your refill will be automatically placed and charged to you.  If the order has been shipped but not yet received, your next refill will be reduced by the number of doses received from the Bridge Supply. You may receive a message that an order has been placed on hold until it can be filled on the next refill date. This would be your next refill minus the ten days amount you will be receiving in the Bridge Supply.  **Example:** If you normally receive 90 doses and you received 10 doses in Bridge Supply, the next regular order will be reduced by 10 doses, and you will receive 80 doses.  Will this retail pharmacy be appropriate for you? | | | |
| **If…** | **Then…** | | |
| Yes | Proceed to the next step. | | |
| No | Review to determine if there is another retail pharmacy location available.   * If available, offer. * If not, offer other available options for obtaining a temporary supply of medication. Refer to [Alternative Days Supply Options](#_Alternative_Days_Supply)*.* | | |
| **7** | Verify that the following information has been obtained:   * Member’s ID # or full name and date of birth * Order Number or Prescription Number * Drug name, drug strength & times per day medication is taken * Reason for Bridge Request * Amount of medication the member has on hand (member must have 5 days or less to qualify for a Bridge) * CVS retail pharmacy store NCPDP * Member’s shipping address and phone number * Name of caller who is requesting bridge to be processed * Payment verification or appropriate option   + For Credit cards, include the last 4 digits of credit card and the expiration date. | | | |
| **8** | Warm transferthe call to Bridge Supply at **1-866-234-0457** **option 1** and provide the Bridge Supply in-bound pharmacy technician the information listed in Step 7. (Refer to [Contact Information and Hours Of Operation](#_Contact_Information_and)). | | | |
| **9** | Log Call with appropriate Log Activity Code. | | | |

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| Alternative Days’ Supply Options |

Alternative Days’ Supply options are those that may be available to a plan member in the absence of a Bridge Supply option.

Use the following table:

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| **If…** | **Then…** |
| Member has 5 days of medication or less on hand and HAS retail benefits with their plan | * Member may pick up local supply within retail parameters if there is not a paid claim for the same medication at home delivery. * If there is already a paid claim at home delivery, check the CIF for possible overrides.   **Note:** Refer to All tab and check if member has a script at local pharmacy that has been filled before.  **CCR:** Perform a test claim to see if the claim would pay at POS before reaching out to the pharmacy to check if the medication can be filled.   * If yes, contact the pharmacy to check if the medication can be filled at the local pharmacy due to member being low/out of medication while Caremark is waiting for new script to be sent from prescriber. |
| Member has 5 days of medication or less on hand and DOES NOT have retail benefits with their plan | * Review the CIF to determine if an appropriate override is available. * Offer to expedite handling at the member's cost. * Member may opt to pick up a small supply at the local pharmacy and pay out of pocket.   **Note:**  The member will need a prescription if the retail pharmacy does not already have one. |

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| Reshipping a Bridged Order |

When a Bridge Supply is completed, the next refill will be placed in Future Fill (FFL) to be sent to the member automatically.

*  If the original order needs to be reshipped, the Senior team needs to release the Future Fill order as the Reship order.

**** Do not cancel the order or place the prescription on indefinite hold, as doing so causes serious errors in processing.

Perform the following step:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Contact the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51). |

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| Locating a Pharmacy |

**Note:** The Pharmacy Network navigational tab, , is often the most user-friendly tool for finding an in-network pharmacy. However, if not successful, a pharmacy can typically be located using the Find a Pharmacy tool found in the drop-down menu located in the top right of PeopleSafe.

Pharmacy can be located by performing the steps below:

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Access the **PeopleSafe Tool Menu** and select **Find a Pharmacy Tool**. |
| **2** | Type **CVS** in the Pharmacy Name field. |
| **3** | Enter Zip code provided by member. |
| **4** | Press **Search** button.  **Result:** Search results display. If no store is found for the zip input, perform a secondary search using the city and state. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

**Parent Document:**  [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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